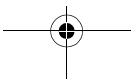
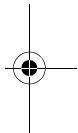
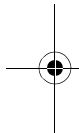


# Motorola EX109

**LIFE.**  **POWERED.**





## Congratulations

Your Motorola EX109 phone is loaded with premium features, including music, photos, videos, browsing, and more—with an easy to use QWERTY keypad.

- **Dual SIM slots.** No need to change SIM cards, use two SIM cards at the same time.
- **Music.** Instantly play your music. Just open your media player and select a playlist.
- **Photos.** Take photos and send them to your friends.

We've crammed all the main features of your phone into this handy guide, and in a matter of minutes we'll show you just how easy your phone is to use. You may be surprised at what you discover.

**Note:** Certain apps and features may not be available in all countries.

**Caution:** Before assembling, charging, or using your phone for the first time, please read the important legal and safety information at the back of this guide.



## More

- **Support:** Go to [www.motorola.com/support](http://www.motorola.com/support).
- **Accessories:** Find accessories for your phone at [www.motorola.com/products](http://www.motorola.com/products).

## Your phone

*the important keys & connectors*



**Note:** Your phone might look a little different.

## Contents

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## Let's go

*let's get you up and running*

### Assemble & charge

1 Cover off.



2 SIM cards in.



3 microSD in.



4 Battery in.



5 Cover on.



6 Charge up.




**Caution:** Please read "Battery Use & Safety" on page 44."

Let's go

5



## Turn it on & off

To turn your phone on or off, press and hold Power/End .



## Activate SIM cards

Your phone supports two SIM cards. When two SIM cards are installed, you can activate one or both SIM cards.

- 1 From the home screen, press the center Select key  to open the app menu.
- 2 Select  **Settings** > **DUAL SIM settings**.
- 3 Select **Dual SIM open**, **Only SIM1 open**, or **Only SIM2 open**.


**Note:** If only one SIM card is installed, it will be activated by default.


## Make & answer calls

To **make** a call from the home screen, enter a number, then press Call .

**Note:** If two SIM cards are activated, choose which SIM card you want to use.

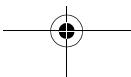
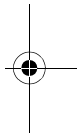
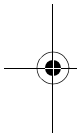


To **answer** a call, press Call . To **turn off** the incoming call alert, press **Silent and Reject**.

To **end** a call, press Power/End .

## Cool content & more




Surf the web for cool content and more (see “Web” on page 29). An optional microSD memory card can be installed in your phone—you can load it up with music, photos, and videos from your computer (see “Memory card & file transfer” on page 38).



## Keys

*a few essentials*


### Menu navigation



- 1 From the home screen, press the center Select key  to open the app menu.
- 2 Press the Navigation key  up, down, left, or right to scroll and highlight a menu option.
- 3 Press  to select the highlighted option.







## Shortcut keys

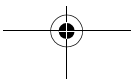
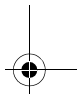
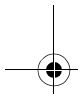
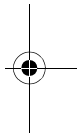
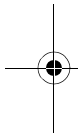
From the home screen, press  up, down, left, or right to quickly open **Media player**, **Alarm**, **User profiles**, or **Tone settings**.

To change your shortcut keys, press  >  **Settings** > **Phone settings** > **Dedicated key**.

## Adjust volume

Press  left or right to change the earpiece volume during a call.


When playing music or video files, press  up or down to adjust playback volume.

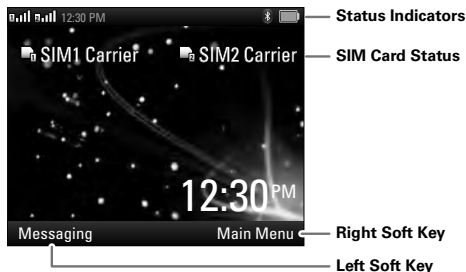


## Home screen

*quick access to the things you need most*

### Quick start: Home screen





The *home screen* gives you all your latest information in one place. It's what you see when you turn on the phone or press Power/End  from a menu. It's basically like this:



**Note:** Your home screen might look a little different.













## App menu

All the apps on your phone are shown in your *app menu*.

To open the app menu from the home screen, press . Press  up, down, left, or right to highlight an app, then press  to select it. You can press Power/End  to return to the home screen at any time.

## Phone status & notifications

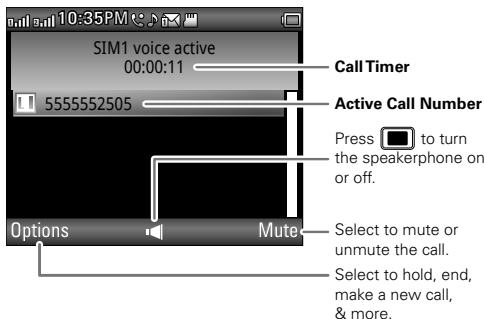
The status bar at the top of the screen contains icons that tell you about messages and phone status.

Status indicators			
	Signal Strength		General Profile
	Active Call		Vibration Profile
	Phone Lock		Outdoor Profile
	Alarm		Headset
	Roaming Service		Bluetooth™
	New Messages		Battery

## Calls

*it's good to talk*

### In-call options






**Note:** If two SIM cards are activated, choose which SIM card you want to use to make a call.

**Note:** Using a mobile device or accessory while driving may cause distraction and may be illegal. Always obey the laws and drive safely.



## Redial

**Find it:**  >  **Call center** > **Call history** > **SIM1 call history** or **SIM2 call history**

Highlight the number you want to call, and press  
Call .


## Save a contact

- 1 Enter a number in the home screen.
- 2 Press **Options** > **Save to Phonebook**  
> **Add new contact** or **Replace existing**.
- 3 Enter contact details and press **Done**, then **Yes**.



## Emergency calls

**Note:** Your service provider programs one or more emergency phone numbers (such as 911 or 112) that you can call under any circumstances, even when your phone is locked. Emergency numbers vary by country. Your pre-programmed emergency number(s) may not work in all locations, and sometimes an emergency call cannot be placed due to network, environmental, or interference issues.

- 1 Enter the emergency number in the home screen.
- 2 Press Call  to call the emergency number.

## Cool down

In very limited circumstances, such as where your phone has been exposed to extreme heat, “Cool Down” message screens will appear. To avoid possible damage to your battery and phone, you should follow these instructions until the phone is within its recommended temperature range. When your phone is in “Cool Down” mode, only emergency calls can be made.

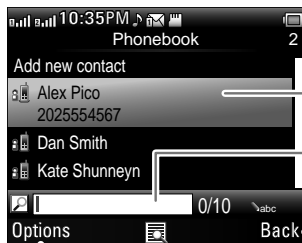


## Contacts

*contacts like you've never had before*

Quick start: Contacts

**Find it:**  >  **Phonebook**




Press  to see contact details.

Enter text to search for a contact.

Select to go back to previous screen.

Select to call, text, or do more with the contact.

**Tip:** To see more contacts, press  up or down.


Create contacts



**Find it:**  >  **Phonebook** > **Add new contact**

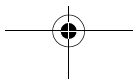
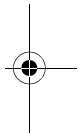
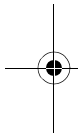
Enter the contact name and details. When you're finished, press **Done** > **Yes** to save.



## Call contacts

Highlight a contact, then press Call .

**Tip:** Press  up or down to scroll to a contact, then press Call .



## Messaging

*sometimes it's best to text or email...*

### Create & send messages

**Find it:**  >  **Messaging > Write message**

Use the keypad to enter your message. Press **Options** to insert a picture, sound, or video.


When you finish composing the message, press **Options > Send to**, then:

- To enter a phone number, select **Enter recipient**, type the number, then press **Options > Done**.
- To enter a contact, select **Add from Phonebook**.



To send the message, press **Options > Send**.

**Note:** If two SIM cards are activated, choose which SIM card you want to use.

### Receive a message

When you receive a message, your phone plays an alert and shows the new message indicator  at the top of the screen.

To read the new message, press **View**.

To read messages stored in your inbox, press  >  **Messaging > Inbox**.



## Email

Set up an account

**Find it:**  >  **Messaging > Email > Email accounts,**  
press **Options > New account > Yes**

The email setup wizard will guide you through setting up your email account.

Create a new email

**Find it:**  >  **Messaging > Email > Write Email**










Use the keypad to enter a subject and enter your message, then press **Options > Send**.



## Text entry

*think keyboard, now think smaller*

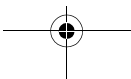
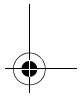
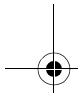
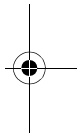
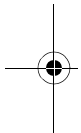
Use the keypad to enter text and create messages or notes. Indicators at the top left of the text screen show the current text entry mode.

To...	
Enter <b>symbols</b> chosen from a list	Press Symbols 
Enter <b>alternate</b> characters at the top of the keys	Press Alternate 
Enter <b>only alternate</b> characters, until you press Alternate  again	Press Alternate  twice
Enter <b>one capital</b> letter	Press Shift 
Enter <b>only capital</b> letters, until you press Shift  again	Press Shift  twice
<b>Delete</b> characters to the left of the cursor	Press Delete 
Start a <b>new line</b>	Press Enter 









To **change** the keypad text entry mode, press **Options**  
> **Input method**:

Entry modes	
<b>abc</b>	Enter letters in the text field.
<b>Numeric</b>	Enter numbers in the text field.
<b>Insert symbol</b>	Select a symbol to insert.



## Tips & tricks





*a few handy hints*

To...	
Return to <b>home screen</b>	Press Power/End  .
See recent <b>incoming &amp; outgoing</b> calls	Press  >  <b>Call center</b> > <b>Call history</b> .
Create a new <b>contact</b> in your phonebook	Enter a phone number, press <b>Options</b> > <b>Save to Phonebook</b> .
Adjust <b>sound volume</b>	Press  left or right.
Set app menu <b>style</b>	View the app menu as a <b>Matrix</b> or <b>List</b> : Press  >  <b>Settings</b> > <b>Phone settings</b> > <b>Display</b> > <b>Main menu style</b> .



## Battery tips

Want to extend your battery life? Try these:

- Turn off Bluetooth™ power: Press  >  **Settings** > **Connectivity** > **Bluetooth** > **Power**.
- Reduce the time your phone display stays on: Press  >  **Settings** > **Phone settings** > **Misc. settings** > **LCD backlight**, and set **Time (sec)** to a lower setting.



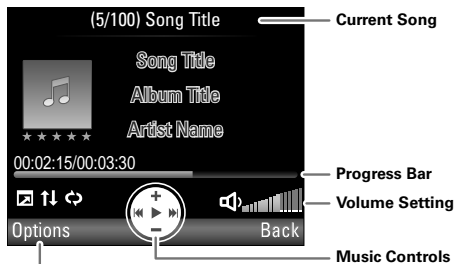
## Music

*when music is what you need...*

### Quick start: Media player





Just open your media player and select a playlist.

**Find it:**  > **Media player > Playlists**



Select to view song/playlist details, change settings, or exit media player.

## Media player controls

Controls	
<b>play/pause</b>	Press  .
<b>previous/next</b>	Press  left/right.
<b>fast forward/rewind</b>	Press and hold  left/right.
<b>volume</b>	Press  up/down.


To set **Shuffle**, **Repeat**, and more, press **Options** > **Settings** > **Player settings**.

## Get music

You can transfer music from your computer to your phone using a USB connection. See “USB drag & drop” on page 38.

**Note:** Copyright—do you have the right? Always follow the rules. See “Content Copyright” in your legal and safety information.

## Playlists


To **create** a new playlist, press  > **Media player** > **Playlists**, then press **Options** > **New**.


To **add** a song or video to a playlist, open it and press **Options** > **Add**.



To **delete** or **rename** a playlist, highlight it and press **Options**.

### Hide and turn off

Press Power/End  to use another app. Your media continues to play. If you use **Games and Apps** or **FM radio** the media player is turned off.

To turn off your media, press  > **Media player**  
> **Now playing**, then press **Options** > **Exit**.

## Radio




*news and music on the go*

Listen to news and music anywhere, for free.

**Find it:**  >  **Multimedia** >  **FM radio**

**Note:** The FM radio only works when a headset is plugged in.

### Radio controls

Controls	
<b>tune stations</b>	Press  left/right.
<b>volume</b>	Press  up/down.
<b>turn off radio</b>	Press Power/End  twice.

### Radio presets

To **auto search and save** preset stations, press **Options** > **Auto search**.

To **manually save** preset stations, press **Options** > **Channel list**, highlight an empty preset location and press **Options** > **Edit**, then enter the **Channel name** and **Frequency**.

To **go to** a preset station, press the channel number. Alternatively, you can press **Options** > **Channel list**, highlight the channel number, and press **Options** > **Play**.

## Photos

*see it, capture it, share it!*

### Take & share photos

Take that family photo, and send it to everyone.

**Find it:**  > **Camera**

Your phone shows the camera viewfinder.

Press  left/right to increase/decrease exposure.



Press  up/down to zoom in/out.

Press  to take a photo.

Select to return to the home screen.

Select to switch to photo album or video recorder, or to adjust camera settings.

**Note:** Image size is 2 MP, unless you change it.



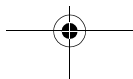
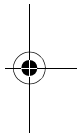
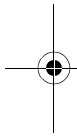
To take the photo, press . Your phone saves the photo, and shows the photo in the screen.

Press , then:

- To **send** the photo in a message, email, or over a Bluetooth™ connection, select **Forward**.
- To **edit** the photo, select **Photo editor**.
- To **delete** the photo and return to the viewfinder, select **Delete**.

To **see photos** you've taken, go to the camera viewfinder screen and press , then select **Switch to > Photo album**.



To **record a video**, go to the camera viewfinder screen and press , then select **Switch to > Video recorder**.



## Web

*surf the web with your phone*

**Note:** To use the browser, you need to have data service activated for your account (additional fees may apply for this service).

**Note:** If two SIM cards are activated, choose which SIM card you want to use to access the internet. Press  >  **Services** > **Internet service** > **Settings** > **Select SIM** > **SIM1** or **SIM2**.

Use your phone's browser to surf your favorite web sites, upload videos to a video blog, and download files and applications to your phone. Log onto your internet-based email account to check your email.

**Find it:**  >  **Services** > **Internet service**

To...	
Go to your <b>home page</b>	Select <b>Homepage</b> .
Go to a <b>web page</b>	Select <b>Input address</b> .
<b>Bookmark</b> a web page	Press <b>Options</b> > <b>Add to Bookmarks</b> .
Go to a <b>link</b> on a web page	Select the link.

**Note:** If you can't connect, contact your service provider.

## Personalize

*add your personal touch*

### Profiles

Customize ringtones, alerts, and volumes for each profile.

**Find it:**  >  **User profiles**

You can select these profiles:

Profiles	
<b>General</b>	Standard profile default setting.
<b>Silent</b>	Ringtone is off, vibrate is off.
<b>Outdoor</b>	Ringtone and key tone volume are set to maximum.
<b>Indoor</b>	Ringtone is on, vibrate is off.
<b>Vibration</b>	Vibrate is on.
<b>Headset</b>	Adjust profile settings for when a wired headset is plugged into your phone.
<b>Bluetooth</b>	Adjust profile settings for when a Bluetooth™ headset is connected to your phone.

To **change** a profile's settings, press **Options** > **Customize**. You can adjust these settings:

Settings	
<b>Tone settings</b>	Set ringtones for incoming calls (for each SIM card), messages, key tones, and other events.
<b>Volume</b>	Set the volume for ringtones and key tones.
<b>Alert type</b>	Set to <b>Ring only</b> , <b>Vib. only</b> , <b>Vib. and ring</b> , <b>Vib. then ring</b> , or <b>Silent</b> .
<b>Ring type</b>	Set to <b>Single</b> , <b>Repeat</b> , or <b>Ascending</b> .
<b>Extra tone</b>	Play an extra tone for <b>Warning</b> , <b>Error</b> , <b>Camp on</b> , and <b>Connect</b> .
<b>Answer options</b>	Set to answer calls by pressing any key.

## Display settings

To set display options such as wallpaper and home screen appearance, press  >  **Settings** > **Phone settings** > **Display**.



## Date & time

Set date, time, time zone, and formats:

**Find it:**  >  **Settings > Phone settings  
> Time and date**

## Language

Set menu language:

**Find it:**  >  **Settings > Phone settings  
> Language**





## Manage your life

*stay on top of things*

### Calendar

**Find it:**  >  **Tools > Calendar**

To view your calendar in different ways, press **Options** > **Jump to date** or **Go to weekly view**.

#### Add calendar events

From any calendar view, press **Options** > **Add event** > **Reminder**, **Meeting** or **Course**. Enter event details and press **Options** > **Done** > **Yes**.

#### Edit calendar events

To edit an event, press **Options** > **View** > **Options** > **Edit**. Edit event details, then when you're done, press **Done** > **Yes**.



### Tasks

**Find it:**  >  **Tools > Tasks**

To add a task, press **Add** > **Date**, **Call**, or **Anniversary**.

## Alarm

**Find it:**  >  **Tools > Alarm**

To turn on an alarm, highlight it and press , scroll to **On** and press .

When an alarm sounds, press **Stop** to turn it off or **Snooze** to delay.

To set a snooze period, highlight the alarm, then press **Edit > Snooze (min)**.

To set FM radio as your alarm, highlight the alarm, then press **Edit > Alarm tone > FM radio**.

## Calculator & currency convertor

**Find it:**  >  **Tools > Calculator or Currency convertor**

## File manager



**Find it:**  >  **File manager**

Select **Phone** or **Memory card**, then select **Open** to view your folders. Press **Options** to **Open**, create **New folder**, **Rename**, **Delete**, and more.

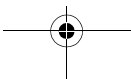
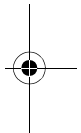
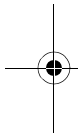


## Airplane mode

Use airplane mode to turn off all your wireless connections—useful when flying.

**Find it:**  >  **Settings** > **Dual SIM settings** > **Flight mode**



**Note:** When you select airplane mode, all wireless services are disabled. You can then turn Bluetooth™ back on, if permitted by your airline. Other wireless voice and data services (such as calls and text messages) remain off in airplane mode. Emergency calls to your region's emergency number (e.g., 911) can still be made.




## Bluetooth™ wireless

*lose the wires and go wireless*

Turn Bluetooth power on or off



**Find it:**  >  **Settings** > **Connectivity** > **Bluetooth** > **Power**

When Bluetooth power is on, the Bluetooth indicator  appears in the status bar at the top of the home screen.


**Note:** To extend battery life, turn off Bluetooth power when not in use.

### Connect new devices

To connect with a new device, you need to pair with it. You only need to do this once for each device—to connect again, see “Reconnect devices” on page 37.

- 1 Make sure the device you are pairing with is in discoverable mode (see device instructions).
- 2 Press  >  **Settings** > **Connectivity** > **Bluetooth** > **My device** > **Search new device**.

**Note:** If Bluetooth power is not turned on, your phone will ask if you want to **Power on Bluetooth first?** Press **Yes**.

- 3 Your phone lists the devices it finds within range. Highlight a device and press  to connect.



- 4 If necessary, enter the device passkey (like **0000**) to connect to the device.

**Tip:** For specific information about a device, check the instructions that came with it. For more Bluetooth support, go to [www.motorola.com/Bluetoothsupport](http://www.motorola.com/Bluetoothsupport).

**For maximum Bluetooth security**, always connect **Bluetooth** devices in a safe, private environment.

**Note:** Using a mobile device or accessory while driving may cause distraction and may be illegal. Always obey the laws and drive safely.

### Reconnect devices

To **automatically reconnect** your phone with a paired device, simply turn on the device.

To **manually reconnect** your phone with a paired device, select the device name in the **My device** list.

### Disconnect devices

To **automatically disconnect** your phone from a paired device, simply turn off the device.

To **manually disconnect** your phone from a paired device, select the device name in the **My device** list.





## Memory card & file transfer

*load music, photos, and more on your phone*



### microSD memory card

To **format** your memory card, press   
>  **File manager** > **Memory card** > **Format**.

**Warning:** When you format a memory card, all data on the card is deleted.

To **see files** stored on your memory card, press   
>  **File manager** > **Memory card** > **Open**.

To **copy** or **move** a file from your phone to your memory card:

- 1 Press  >  **File manager** > **Phone** > **Open**.
- 2 Select the file, then select **Copy** or **Move**.
- 3 Select **Memory card** > **Open**.
- 4 Scroll to the destination folder and press **Options** > **Select**.

### USB drag & drop

**Note:** This feature requires an optional accessory.

You can drag & drop your pictures, videos, music, and more from your computer to your phone's memory card.

**Note:** Copyright—do you have the right? Always follow the rules. See “Content Copyright” in your legal and safety information.

**Note:** When your phone is connected to a computer, it cannot be used for anything else, including making emergency calls. To restore the phone to normal use, disconnect it from the computer.

- 1 With a memory card inserted and your phone showing the home screen, connect a Motorola micro USB data cable from your phone's micro USB port to a USB port on your computer.





- 2 Your phone shows a **USB config** dialog. Scroll to **Mass storage** and press **OK**. You can't use the files on your memory card while it is connected.
- 3 On your computer, use the “My Computer” window to find “Removable Disk.”
- 4 Click on the “Removable Disk” icon to access the memory card.
- 5 Drag & drop files between your computer and memory card folders.
- 6 When you're done, use the “Safely Remove Hardware” feature to finish.

## Security

*help keep your phone safe*

### Codes & passwords



Your SIM card **PIN** code is originally set to **1234**. If your service provider didn't change the PIN code, you should change it.

**Find it:**  >  **Settings** > **Security settings**  
> **SIM1 security settings** or **SIM2 security settings**  
> **Change password**

**If you forget your SIM card PIN code:** If you forget your PIN code, try entering **1234**. If that doesn't work, contact your service provider.

### Lock your SIM



You can lock your SIM card to keep others from using it. You'll need to enter your SIM card PIN code to lock or unlock the SIM card.

**Find it:**  >  **Settings** > **Security settings**  
> **SIM1 security settings** or **SIM2 security settings**  
> **SIM lock**




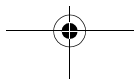
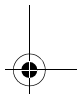
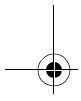
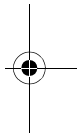
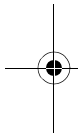
## Lock keypad

You can lock your phone's keypad and keys to prevent unwanted phone operations.

**Find it:**  >  **Settings > Security settings**  
> **Auto keypad lock > None, 5 sec, 30 sec, 1 min,**  
or **5 min**

Your phone automatically locks the keypad and keys when no activity is detected for the specified interval.

To **unlock** the keypad and keys, press **Unlock** then Space .





## Troubleshooting

*we're here to help*



### Crash recovery

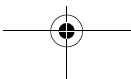
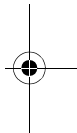
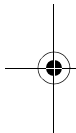
In the unlikely event that your phone stops responding to key presses, try a quick reset. Remove the back cover and battery ("Assemble & charge" on page 5), then replace and turn on your phone as usual.

### Reset

Reset default factory settings on your phone.

**Caution:** This option erases all information you have entered (including contacts and calendar entries) and content you have downloaded (including pictures, videos, and music files) stored in your phone's memory. After you erase the information, you can't recover it. This option does not delete SIM card or memory card information.

**Find it:**  >  **Settings**  
> **Restore factory settings**, then enter "1234"

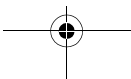
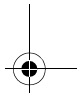
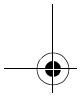
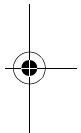
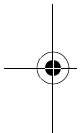




## Service & Repairs

If you have questions or need assistance, we're here to help.

Go to [www.motorola.com/support](http://www.motorola.com/support), where you can select from a number of customer care options. You can also contact the Motorola Customer Support Center at 0870-9010-555 (United Kingdom), 1-888-390-6456 (TTY/TDD United States for hearing impaired), or 1-800-461-4575 (Canada).



## Safety, Regulatory & Legal

### Battery Use & Safety

**Important: Handle and store batteries properly to avoid injury or damage.**

Most battery issues arise from improper handling of batteries, and particularly from the continued use of damaged batteries.

#### DON'Ts

- **Don't disassemble, crush, puncture, shred or otherwise attempt to change the form of your battery.**
- **Don't let the mobile device or battery come in contact with water.\*** Water can get into the mobile device's circuits, leading to corrosion. If the mobile device and/or battery get wet, have them checked by your service provider or contact Motorola, even if they appear to be working properly.\*
- **Don't allow the battery to touch metal objects.** If metal objects, such as jewellery, stay in prolonged contact with the battery contact points, the battery could become very hot.
- **Don't place your mobile device or battery near a heat source.\*** High temperatures can cause the battery to swell, leak or malfunction.
- **Don't dry a wet or damp battery with an appliance or heat source,** such as a hair dryer or microwave oven.

#### DOs

- **Do avoid leaving your mobile device in your car in high temperatures.\***
- **Do avoid dropping the battery or mobile device.\*** Dropping these items, especially on a hard surface, can potentially cause damage.\*
- **Do contact your service provider or Motorola if your mobile device or battery has been damaged from dropping or high temperatures.**

\* **Note:** Always make sure that the battery compartment is closed and secure to avoid direct exposure of the battery to any of these conditions.

**Important: Use Motorola Original products for quality assurance and safeguards.** To aid consumers in identifying authentic Motorola batteries from non-original or counterfeit batteries (that may not have adequate safety protection),

Motorola provides holograms on its batteries. Consumers should confirm that any battery they purchase has a "Motorola Original" hologram.

**Motorola recommends you always use Motorola-branded batteries and chargers.** Motorola mobile devices are designed to work with Motorola batteries. If you see a message on your display such as **Invalid Battery** or **Unable to Charge**, take the following steps:

- Remove the battery and inspect it to confirm that it has a "Motorola Original" hologram;
- If there is no hologram, the battery is not a Motorola battery;
- If there is a hologram, replace the battery and try charging it again;
- If the message remains, contact a Motorola authorised service centre.

**Important:** Motorola's warranty does not cover damage to the mobile device caused by non-Motorola batteries and/or chargers.

**Warning:** Use of a non-Motorola battery or charger may present a risk of fire, explosion, leakage or other hazard.

**Proper and safe battery disposal and recycling:** Proper battery disposal is not only important for safety, it benefits the environment. Consumers may recycle their used batteries in many retail or service provider locations. Additional information on proper disposal and recycling may be found on the Web:

- [www.motorola.com/recycling](http://www.motorola.com/recycling)
- [www.rbric.org/call2recycle/](http://www.rbric.org/call2recycle/) (in English only)

**Disposal:** Promptly dispose of used batteries in accordance with local regulations. Contact your local recycling centre or national recycling organisations for more information on how to dispose of batteries.



**Warning:** Never dispose of batteries in a fire because they may explode.

## Battery Charging

### Notes for charging your product's battery:

- During charging, keep your battery and charger near room temperature for efficient battery charging.
- New batteries are not fully charged.
- New batteries or batteries stored for a long time may take more time to charge.

- Motorola batteries and charging systems have circuitry that protects the battery from damage from overcharging.

## Driving Precautions

Responsible and safe driving is your primary responsibility when behind the wheel of a vehicle. Using a mobile device or accessory for a call or other application while driving may cause distraction. Using a mobile device or accessory may be prohibited or restricted in certain areas, always obey the laws and regulations on the use of these products.

### **While driving, NEVER:**

- Type or read texts.
- Enter or review written data.
- Surf the web.
- Input navigation information.
- Perform any other functions that divert your attention from driving.

### **While driving, ALWAYS:**

- Keep your eyes on the road.
- Use a handsfree device if available or required by law in your area.
- Enter destination information into a navigation device **before** driving.
- Use voice activated features (such as voice dial) and speaking features (such as audible directions), if available.
- Obey all local laws and regulations for the use of mobile devices and accessories in the vehicle.
- End your call or other task if you cannot concentrate on driving.

Remember to follow the "Smart Practices While Driving" in this guide and at [www.motorola.com/callsmart](http://www.motorola.com/callsmart) (in English only).

## Seizures/Blackouts

Some people may be susceptible to epileptic seizures or blackouts when exposed to flashing lights, such as when playing videos or games. These may occur even if a person has never had a previous seizure or blackout.

If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult with your physician before playing videos or games or enabling a flashing-lights feature (if available) on your mobile device.

Discontinue use and consult your GP if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements or disorientation. It is always a good idea to hold the screen away from your eyes, leave the lights on in the room, take a 15-minute break every hour and stop use if you are tired.

## Caution About High Volume Usage

**Warning:** Exposure to loud noise from any source for extended periods of time may affect your hearing. The louder the volume sound level, the less time is required before your hearing could be affected. To protect your hearing:



- Limit the amount of time you use headsets or headphones at high volume.
  - Avoid turning up the volume to block out noisy surroundings.
  - Turn the volume down if you can't hear people speaking near you.
- If you experience hearing discomfort, including the sensation of pressure or fullness in your ears, ringing in your ears or muffled speech, you should stop listening to the device through your headset or headphones and have your hearing checked. For more information about hearing, see our Web site at [direct.motorola.com/hellomoto/nss/AcousticSafety.asp](http://direct.motorola.com/hellomoto/nss/AcousticSafety.asp) (in English only).

## Repetitive Motion

When you repetitively perform actions such as pressing keys or entering finger-written characters, you may experience occasional discomfort in your hands, arms, shoulders, neck or other parts of your body. If you continue to have discomfort during or after such use, stop use and see your GP.  
[Nov0109]

## Small Children

**Keep your mobile device and its accessories away from small children.**

These products are not toys and may be hazardous to small children. For example:

- A choking hazard may exist for small, detachable parts.
- Improper use could result in loud sounds, possibly causing hearing injury.
- Improperly handled batteries could overheat and cause a burn.

## Glass Parts

Some parts of your mobile device may be made of glass. This glass could break if the product is dropped on a hard surface or receives a substantial impact. If glass breaks, do not touch or attempt to remove. Stop using your mobile device until the glass is replaced at a qualified service centre.

## Operational Warnings

Obey all notices and signs when using mobile devices in public areas.





### Potentially Explosive Atmospheres



Areas with potentially explosive atmospheres are often, but not always, posted and can include fuelling areas, such as below decks on boats, fuel or chemical transfer or storage facilities or areas where the air contains chemicals or particles, such as grain dust or metal powders.

When you are in such an area, turn off your mobile device, and do not remove, install or charge batteries. In such areas, sparks can occur and cause an explosion or fire.

### Symbol Key

Your battery, charger or mobile device may contain symbols, defined as follows:

Symbol	Definition
	Important safety information follows.
	Do not dispose of your battery or mobile device in a fire.
	Your battery or mobile device may require recycling in accordance with local laws. Contact your local regulatory authorities for more information.
	Do not dispose of your battery or mobile device with your household waste. See "Recycling" for more information.

Symbol	Definition
	For indoor use only.
	Listening at full volume to music or voice through a headset may damage your hearing.

## Radio Frequency (RF) Energy

### Exposure to RF Energy

Your mobile device contains a transmitter and receiver. When it is ON, it receives and transmits RF energy. When you communicate with your mobile device, the system handling your call controls the power level at which your mobile device transmits.

Your mobile device is designed to comply with local regulatory requirements in your country concerning exposure of human beings to RF energy.

### RF Energy Operational Precautions

For optimal mobile device performance, and to be sure that human exposure to RF energy does not exceed the guidelines set forth in the relevant standards, always follow these instructions and precautions:

- When placing or receiving a phone call, hold your mobile device just like you would a landline phone.
- If you wear the mobile device on your body, always place the mobile device in a Motorola-supplied or approved clip, holder, holster, case or body harness. If you do not use a body-worn accessory supplied or approved by Motorola, keep the mobile device and its antenna at least 2.5 centimetres (1 inch) from your body when transmitting.
- Using accessories not supplied or approved by Motorola may cause your mobile device to exceed RF energy exposure guidelines. For a list of Motorola-supplied or approved accessories, visit our Web site at: [www.motorola.com](http://www.motorola.com).



## RF Energy Interference/Compatibility

Nearly every electronic device is subject to RF energy interference from external sources if inadequately shielded, designed or otherwise configured for RF energy compatibility. In some circumstances, your mobile device may cause interference with other devices.

### Follow Instructions to Avoid Interference Problems

Turn off your mobile device in any location where posted notices instruct you to do so.

In an aeroplane, turn off your mobile device whenever instructed to do so by airline staff. If your mobile device offers an aeroplane mode or similar feature, consult airline staff about using it in flight.

### Implantable Medical Devices

If you have an implantable medical device, such as a pacemaker or defibrillator, consult your doctor before using this mobile device.

Persons with implantable medical devices should observe the following precautions:

- ALWAYS keep the mobile device more than 20 centimetres (8 inches) from the implantable medical device when the mobile device is turned ON.
- DO NOT carry the mobile device in the breast pocket.
- Use the ear opposite the implantable medical device to minimise the potential for interference.
- Turn OFF the mobile device immediately if you have any reason to suspect that interference is taking place.

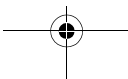
Read and follow the directions from the manufacturer of your implantable medical device. If you have any questions about using your mobile device with your implantable medical device, consult your GP.

## Specific Absorption Rate (ICNIRP)

### Your model wireless phone meets international guidelines for exposure to radio waves.

Your mobile device is a radio transmitter and receiver. It is designed to not exceed the limits for exposure to radio waves recommended by international guidelines.

These guidelines were developed by the independent scientific organisation ICNIRP



and include safety margins designed to assure the protection of all persons, regardless of age and health, and to account for any variations in measurements. The guidelines use a unit of measurement known as the Specific Absorption Rate (SAR). The ICNIRP SAR limit for mobile devices used by the general public is 2 watts per kilogram (W/kg), and the highest SAR value for this mobile device when tested at the ear is 0.822 W/kg. As mobile devices offer a range of functions, they can be used in other positions, such as on the body as described in this guide. In this case, the highest tested SAR value is 0.745 W/kg. The tests are carried out in accordance with international guidelines for testing. The SAR information includes the Motorola testing protocol, assessment procedure and measurement uncertainty range for this product.

As SAR is measured utilising the mobile device's highest transmitting power, the actual SAR of this mobile device while operating is typically below that indicated above. This is due to automatic changes to the power level of the mobile device to ensure it only uses the minimum level required to reach the network.

While there may be differences between the SAR levels of various mobile devices and at various positions, they meet the governmental requirements for safe exposure. Please note that improvements to this product model could cause differences in the SAR value for later products; in all cases, products are designed to be within the guidelines.

The World Health Organization has stated that present scientific information does not indicate the need for any special precautions for the use of mobile devices. They note that if you want to reduce your exposure, then you can do so by limiting the length of calls or using a handsfree device to keep the mobile device away from the head and body.

Additional Information can be found on the Web sites of the World Health Organization (<http://www.who.int/emf>) or Motorola Mobility, Inc. (<http://www.motorola.com/rfhealth>).

## Information from the World Health Organization

"A large number of studies have been performed over the last two decades to assess whether mobile phones pose a potential health risk. To date, no adverse health effects have been established for mobile phone use."

Source: WHO Fact Sheet 193

Further information: <http://www.who.int/emf>

## European Union Directives Conformance Statement

**CE 0168**  [Only Indoor Use Allowed In France for Bluetooth and/or Wi-Fi]

Hereby, Motorola declares that this product is in compliance with:

- The essential requirements and other relevant provisions of Directive 1999/5/EC
- All other relevant EU Directives

IMEI: 350034/40/394721/9

**CE 0168**

Type: MC2-41H14

Product  
Approval  
Number

The above gives an example of a typical Product Approval Number. You can view your product's Declaration of Conformity (DoC) to Directive 1999/5/EC (to R&TTE Directive) at [www.motorola.com/rtte](http://www.motorola.com/rtte). To find your DoC, enter the Product Approval Number from your product's label in the "Search" bar on the Web site.

## FCC Notice to Users

**The following statement applies to all products that have received FCC approval. Applicable products bear the FCC logo, and/or an FCC ID in the format FCC ID:xxxxxx on the product label.**

Motorola has not approved any changes or modifications to this device by the user. Any changes or modifications could void the user's authority to operate the equipment. See 47 CFR Sec. 15.21.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. See 47 CFR Sec. 15.19(3).

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the aerial.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## GPS & AGPS

Your mobile device can use *Global Positioning System* (GPS) signals for location-based applications. GPS uses satellites controlled by the US government that are subject to changes implemented in accordance with the Department of Defense policy and the Federal Radio Navigation Plan. These changes may affect the performance of location technology on your mobile device.

Your mobile device can also use *Assisted Global Positioning System* (AGPS), which obtains information from the mobil network to improve GPS performance. AGPS uses your mobile operator's network and therefore airtime, data charges, and/or additional charges may apply in accordance with your service plan. Contact your mobile operator for details.

## Your Location

Location-based information includes information that can be used to determine the approximate location of a mobile device. Mobile devices that are connected to a mobile network transmit location-based information. Devices enabled with GPS or AGPS technology also transmit location-based information. Additionally, if you use applications that require location-based information (e.g. driving directions), such applications transmit location-based information. This location-based information may be shared with third parties, including your mobile operator, applications providers, Motorola and other third parties providing services.

## Emergency Calls

When you make an emergency call, the mobile network may activate the AGPS technology in your mobile device to tell the emergency services control room operators your approximate location.

AGPS has limitations and **might not work in your area**. Therefore:

- Always tell the emergency services control room operator your location to the best of your ability; and
- Remain on the phone for as long as the emergency services control room operator instructs you.

## Performance Tips

- Go outside and away from underground locations, covered vehicles, structures with metal or concrete roofs, tall buildings and foliage. Indoor performance might improve if you move closer to windows, but some window sun shielding films can block satellite signals.
- Move away from radios, entertainment equipment and other electronic devices.

## Navigation

When using navigation features, note that mapping information, directions and other navigational data may contain inaccurate or incomplete data. In some countries, complete information may not be available. Therefore, you should visually confirm that the navigational instructions are consistent with what you see. All drivers should pay attention to road conditions, closures, traffic and all other factors that may impact driving. Always obey road signs.

## Sensible Practices While Driving

**Check the laws and regulations on the use of mobile devices and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas—for example, handsfree use only may be required. Go to [www.motorola.com/callsmart](http://www.motorola.com/callsmart) (in English only) for more information.**

Your mobile device lets you communicate by voice and data—almost anywhere, anytime, wherever a mobile service is available and safe conditions allow. When driving a car, driving is your first responsibility. If you choose to use your mobile device while driving, remember the following tips:

- **Get to know your Motorola mobile device and its features such as speed dial, redial and voice dial.** If available, these features help you to place your call without taking your attention off the road.
- **When available, use a handsfree device.** If possible, add an additional layer of convenience to your mobile device with one of the many Motorola Original handsfree accessories available today.
- **Position your mobile device within easy reach.** Be able to access your mobile device without removing your eyes from the road. If you receive an incoming call at an inconvenient time, if possible, let your voicemail answer it for you.
- **Let the person you are speaking to know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.** Rain, sleet, snow, ice and even heavy traffic can be hazardous.

- **Do not take notes or look up phone numbers while driving.** Jotting down a “to do” list or going through your address book takes attention away from your primary responsibility—driving safely.
- **Dial sensibly and assess the traffic; if possible, place calls when your car is not moving or before pulling into traffic.** If you must make a call while moving, dial only a few numbers, check the road and your mirrors, then continue.
- **Do not engage in stressful or emotional conversations that may be distracting.** Make people you are talking to aware you are driving and suspend conversations that can divert your attention away from the road.
- **Use your mobile device to call for help.** Dial 999 or other local emergency number in the case of fire, traffic accident or medical emergencies (wherever mobile phone service is available).
- **Use your mobile device to help others in emergencies.** If you see an car accident, crime in progress or other serious emergency where lives are in danger, call 999 or other local emergency number (wherever mobile phone service is available), as you would want others to do for you.
- **Call roadside assistance or a special non-emergency mobile assistance number when necessary.** If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured or a vehicle you know to be stolen, call roadside assistance or other special non-emergency mobile number (wherever mobile phone service is available).

## Privacy & Data Security

Motorola understands that privacy and data security are important to everyone. Because some features of your mobile device may affect your privacy or data security, please follow these recommendations to enhance protection of your information:

- **Monitor access**—Keep your mobile device with you and do not leave it where others may have unmonitored access. Lock your device’s keypad where this feature is available.
- **Keep software up to date**—If Motorola or a software/application vendor releases a patch or software fix for your mobile device that updates the device’s security, install it as soon as possible.

- **Secure Personal Information**—Your mobile device can store personal information in various locations including your SIM card, memory card and phone memory. Be sure to remove or clear all personal information before you recycle, return or give away your device. You can also backup your personal data to transfer to a new device.

**Note:** For information on how to backup or wipe data from your mobile device, go to [www.motorola.com/support](http://www.motorola.com/support)

- **Online accounts**—Some mobile devices provide a Motorola online account (such as MOTOBUR). Go to your account for information on how to manage the account, and how to use security features such as remote wipe and device location (where available).
- **Applications**—Install third party applications from trusted sources only. Applications can have access to private information such as call data, location details and network resources.
- **Location-based information**—Location-based information includes information that can be used to determine the approximate location of a mobile device. Mobile phones that are connected to a mobile network transmit location-based information. Devices enabled with GPS or AGPS technology also transmit location-based information. Additionally, if you use applications that require location-based information (e.g. driving directions), such applications transmit location-based information. This location-based information may be shared with third parties, including your mobile operator, applications providers, Motorola and other third parties providing services.
- **Other information your device may transmit**—Your device may also transmit testing and other diagnostic (including location-based) information, and other non-personal information to Motorola or other third-party servers. This information is used to help improve products and services offered by Motorola.

If you have further questions regarding how the use of your mobile device may impact your privacy or data security, please contact Motorola at [privacy@motorola.com](mailto:privacy@motorola.com), or contact your service provider.

## Use & Care

To care for your Motorola mobile device, please observe the following:



### liquids

Don't expose your mobile device to water, rain, extreme humidity, sweat or other liquids. If it does get wet, don't try to accelerate drying with the use of an oven or dryer, as this may damage the mobile device.



### extreme heat or cold

Don't store or use your mobile device in temperatures below -10°C (14°F) or above 60°C (140°F). Don't recharge your mobile device in temperatures below 0°C (32°F) or above 45°C (113°F).



### microwaves

Don't try to dry your mobile device in a microwave oven.



### dust and dirt

Don't expose your mobile device to dust, dirt, sand, food or other inappropriate materials.



### cleaning solutions

To clean your mobile device, use only a dry soft cloth. Don't use alcohol or other cleaning solutions.



### shock and vibration

Don't drop your mobile device.



### protection

To help protect your mobile device, always make sure that the battery compartment and any connector covers are closed and secure.



## Recycling

### Mobile Devices & Accessories

Please do not dispose of mobile devices or electrical accessories (such as chargers, headsets or batteries) with your household waste, or in a fire. These items should be disposed of in accordance with the national collection and recycling schemes operated by your local or regional authority. Alternatively, you may return unwanted mobile devices and electrical accessories to any Motorola Approved Service Centre in your region. Details of Motorola approved national recycling schemes, and further information on Motorola recycling activities can be found at: [www.motorola.com/recycling](http://www.motorola.com/recycling)



### Packaging & Product Guides

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Contact your service provider for details.

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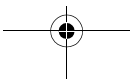
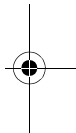
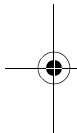
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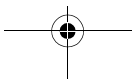
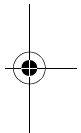
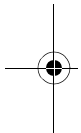
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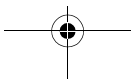
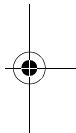
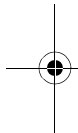
**Caution:** Changes or modifications made in the radio phone, not expressly approved by Motorola, will void the user's authority to operate the equipment.

Product ID: Motorola EX109

Manual Number: 68016189001









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